GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:1813
ANSWERED ON:27.07.2016
Call Drop Compensation
Agrawal Shri Rajendra;Arunmozhithevan Shri A.;Basheer Shri E. T. Mohammed;Chowdhary Shri Pankaj;Deka Shri Ramen;Dhruvanarayana Shri Rangaswamy;Gaikwad Prof. Ravindra Vishwanath;Jadhav Shri Sanjay Haribhau;Jaunpuria Shri Sukhbir Singh;Malviya Prof. Chintamani;Mukherjee Shri Abhijit;Raghavan Shri M. K.;Tanwar Shri Kanwar Singh;Thomas Prof. Kuruppassery Varkey;Vanaroja Smt. R.

Will the Minister of COMMUNICATIONS be pleased to state:

(a) the details of call drop complaints received against Telecom Service Providers (TSPs) during the last three years and the current year, TSP, State and Year-wise;

(b) the action taken by the Government in this regard, TSP-wise;

(c) the present status of the proposal of compensating the consumer for call drop;

(d) whether the Government has cleared all pending issues such as sharing, trading and liberation of spectrum for the improvement of services; and

(e) if so, the details thereof and if not, the steps proposed to be taken up by the Government in this regard?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) to (c) The details of call drop complaints received against Telecom Service Providers (TSPs) by Telecom Regulatory Authority of India (TRAI) during the last three years and the current year, TSP-wise and State/ Service area-wise is enclosed as Annexure-I and Annexure-II respectively.

As part of the Audit & Assessment of Quality of Service, TRAI has been undertaking drive tests of mobile networks through independent agencies in select cities throughout the country to assess network conditions in these cities. Wherever the quality of service benchmarks are not met, financial disincentives have been imposed on service providers, for failure to comply with the benchmarks, in accordance with the provisions of the regulations.

TRAI, through Telecom Consumers Protection (Ninth Amendment), 2015 dated 16.10.2015 had mandated that every originating service provider providing Cellular Mobile Telephone Service shall, for each call drop within its network-
i) Credit the account of the calling consumer by one rupee;
ii) Provide the calling consumer, through SMS (Short Message Service) /USSD (Unstructured Supplementary Service Data) message, within four hours of the occurrence of call drop, the details of amount credited in his account; and
iii) In case of post-paid consumers, provide the details of the credit in the next bill.

The service providers and their association field a writ petition on 09.12.2015 in the Hon'ble Court of Delhi against the aforementioned regulations. The Hon'ble high Court of Delhi in judgement dated 29.02.2016 upheld the validity of the regulations.Subsequently, the service providers and their associations through special leave petitions had appealed before the Hon'ble Supreme Court against the judgement of the Hon'ble High Court of Delhi. The Hon'ble Supreme Court has set aside the regulation vide order dated 11.05.2016.

(d) & (e) The guidelines on "Sharing of Access Spectrum"and "Trading of Access Spectrum" have been issued on 24.09.2015 and 12.10.2015 respectively.These guidelines are available on Department of Telecommunications (DoT) website: www.dot.gov.in. Further, the guidelines for liberalization of administrative allotted spectrum in 800 MHz and 1800 MHz bands have been issued on 05.11.2015, which is available on Wireless Planning and Coordination (WPC) wing's website: www.wpc.gov.in.

Annexure − I

Telecom Service Provider-wise details of complaints against call drop received in TRAI during the last three years and the current year.
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Service Provider 2013 2014 2015 2016
(upto 30.06.2016)
MTNL 0 0 7 5

BSNL 0 17 40 11
Aircel 0 4 22 8
Airtel 8 12 120 135
Loop Mobile 0 2 0 0
Idea 28 9 43 46
R-COMM 5 13 58 40
MTS 0 0 8 0
TTSL (TATA) 3 2 13 12
Uninor/Telenor 0 0 7 4
Vodafone 4 11 129 76
Videocon 0 0 3 1
TOTAL 48 70 450 338
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Annexure-II

State/Service area-wise details of complaints against call drop received in TRAI during the last three years and the current year.
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State/ Service Area 2013 2014 2015 (2016) 1.1.16 to 30.6.16
Andhra Pradesh 27 2 2 11
Punjab 0 0 22 13
Bihar & Jharkhand 0 2 18 9
Delhi 6 18 155 94
UP-East 1 2 9 15
Gujarat 0 5 34 17
Haryana 0 1 7 3
Himachal Pradesh 0 1 0 2
Jammu & Kashmir 0 0 0 0
Kolkata 0 8 24 16
Kerala 0 1 5 2
Mumbai 3 10 44 40
North East 0 0 0 2
Orissa 0 0 4 0
Rajasthan 0 1 13 7
Assam 0 0 3 2
Tamilnadu 0 2 5 1
West Bengal 0 0 6 10
UP-West & Uttarakhand 2 0 8 5
Karnataka 1 2 28 34
Madhya Pradesh & Chhattisgarh 2 10 21 22
Maharashtra 3 2 32 28
Chennai 1 2 8 4
Miscellaneous 2 1 2 1
TOTAL 48 70 450 338
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